



Mayfield House
Enter and View Re-visit
25th November 2025

Contents:

Section	Theme	Page
	What is Enter and View	2
1	Provider details	3
2	Acknowledgments	3
3	Disclaimer	3
4	Authorised Representatives	3
5	Who we share the report with	3
6	Healthwatch Telford and Wrekin details	3
7	Healthwatch principles	4
8	Purpose of the visit	4
9	What we did	5
10	Outcome of Recommendations made at previous visit	5
11	Provider feedback	5

What is Enter and View

Part of Healthwatch Telford and Wrekin's remit is to carry out Enter and View visits. Healthwatch Telford and Wrekin's Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. Revisits will also take place.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Telford and Wrekin's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Telford and Wrekin's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

1. Provider details

Name and Address of Service: *Mayfield House Leegate Care Limited, Arleston,
Telford TF1 2LA*

Manager: *Caroline Birchall*

Service type: *Residential Care Home*

Date and Time: *25/11/2025*

2. Acknowledgments

Healthwatch Telford and Wrekin would like to thank all the staff/residents for their co-operation during our visit.

3. Disclaimer

Please note that this report is related to findings and observations made during our Re-visit made on 25th Nov 2025. The report does not claim to represent the views of all service users, only those who contributed during the visit.

4. Authorised Representatives

Jan Suckling Chief Officer

Denise Morgan Authorised representative

5. Who we share the report with

This report and its findings will be shared with the service provider, Local Authority Quality Team (depending on the visit), Shropshire Telford and Wrekin ICB, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Telford and Wrekin website.

6. Healthwatch Telford and Wrekin details

Meeting Point House, Southwater Square, Telford TF4 3HS

Tel: 01952 739540

Email: info@healthwatchtelfordandwrekin.co.uk

Twitter: @HealthwatchT_W

Facebook: HealthwatchTW

Instagram: healthwatchTandW

Web: www.healthwatchtelfordandwrekin.co.uk

LinkedIn: HealthwatchTelfordandWrekin

7. Healthwatch principles

Healthwatch Telford and Wrekin Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

8. Purpose of the visit

The visit was an announced follow up visit on the recommendations that were made on our initial visit on 21/3/2025.

9. What we did

We were met by the home's manager and asked to sign in. We were offered refreshments. There was only one resident at home when we arrived. As we entered, two residents were going out with a member of staff to the shops to buy their magazines.

We were shown the progress on the extension. Work has currently been stopped as the roof pitch needs to be altered due to a different building inspector's requirement. We had previously recommended refurbishment and some decoration within the home, but the manager explained they were waiting for the extension to be completed before starting this work. If the delay continues, the manager stated that some refurbishment may begin in the meantime.

The home's new respite room has still not been authorised by CQC, which is causing delays for people wishing to use the respite service. There have been no other changes to the home, and no further recommendations are being made at this time. The manager will let us know when the extension is complete so we can return to view it.

We would like to thank the manager for their time and cooperation during our visit.

10. Outcome of Recommendations made at previous visit

Recommendations made from findings	
1	Consider redecorating some areas, also some areas need repair
	<i>The home was waiting for the extension to be completed as there is a delay due to building regulations</i>
2	Consider updating some of the furniture
	<i>As above</i>
3	Ensure the homes telephone number is updated on all relevant sites
	<i>This has now been rectified</i>

11. Provider feedback

Feedback is included above in '*italics*'.



**Committed
to quality**

Healthwatch Telford and Wrekin

Meeting Point House

Southwater Square

Southwater

TF3 4HS

www.healthwatchtelfordandwrekin.co.uk

t: 01952 739540

e: telford.admin@healthwatchtelfordandwrekin.co.uk



HealthwatchT_W



HealthwatchTW



HealthwatchTelfordandWrekin



HealthwatchT&W



**Engaging
Communities
Solutions**

The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions C.I.C.

www.weareecs.co.uk

t: 0800 470 1518

e: contactus@weareecs.co.uk

✂ @EcsEngaging